Service Level Agreement	Target Performance	Current Performance

Help Desk

Service Level Agreement	Target Performance	Current Performance	
Helpdesk Speed To Answer Calls	90% Calls Answered Under 60 Seconds	58%	🔴
Helpdesk Call Abandonment Rate	Less then 2% Abondoned *(Includes Voicemail)*	18.1%	🔴
Level 1 Resolution Rate	90% Of All Calls Resolved By Level 1	98.6%	🟢
Random User Sampling Survey	95% Of Satisfied Customers	93.7%	🟡
Resolution Of Tickets On Time	90% Calls Resolved On Time (By Grouping)	89%	🟡

Grouping	Target	Current	
Account Management	8 Business Hours	90.69%	🟢
Applications	16 Business Hours	88.94%	🟡
Data Management	32 Business Hours	92.3%	🟢
Database	32 Business Hours	100%	🟢
Hardware	40 Business Hours	87.62%	🟡
Operating System	24 Business Hours	86.60%	🔴
Telecomm	12 Business Hours	94.74%	🟢

Server Administration

Service Level Agreement	Target Performance	Current Performance	
Average Server Availability	Availability Mon-Fri 6am-6pm (99.9 %)	99.68%	🟡
(Citrix, Exchange, Sharepoint and Web)	(Excluding Scheduled Maintenance)		

Network Administration

Service Level Agreement	Target Performance	Current Performance	
CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.4%	🟡
WAN Availability (Remote Sites)	24x7 Availability (99.9%)	99.69%	🟡
	(Excluding Scheduled Maintenance)		

Account

Service Level Agreement	Target Performance	Current Performance	
New Network Account Requests	Creation Within 2 Business Days (99%)	97.31%	🟡
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	88.46%	🔴
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	96.8%	🟡

Project Management

Service Level Agreement	Target Performance	Current Performance	
Complete By Promised Due Date	90% Within 5% of Planned Project Duration	73.91%	🔴

🟢 In compliance
🟡 Within 3% compliance
🔴 Out of compliance
⚪ Insufficient data available this month

Run Date   8/10/2006

IOT Service Operations

IOT SVC Ops Enterprise Compliance